

**‘We’re not OISC/IAA qualified,
but here's what we can do....’**

What the council wanted

What we did instead

3 weeks

3 MOSOs

4 Law students

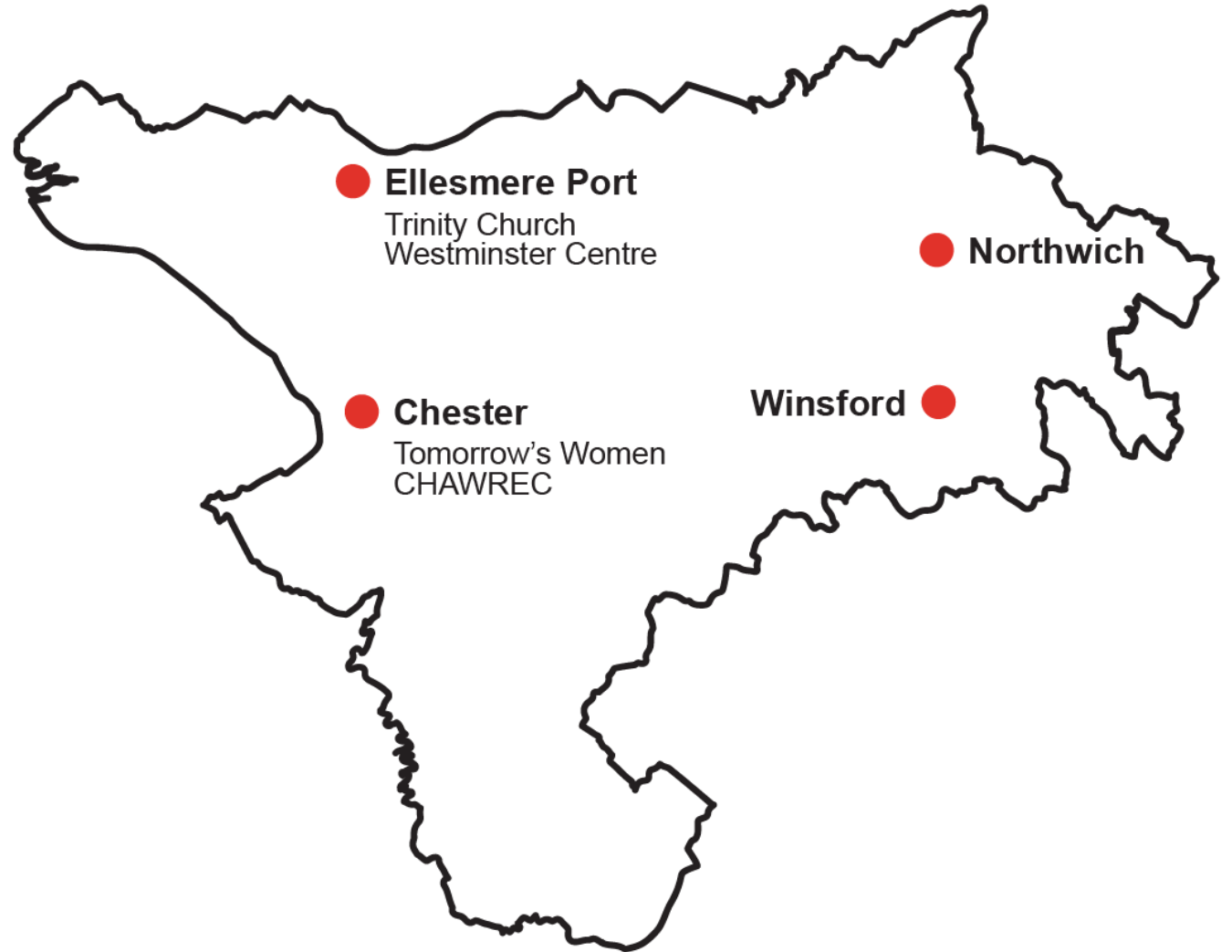
6 locations

110 interactions

4 observation reports

1 debrief

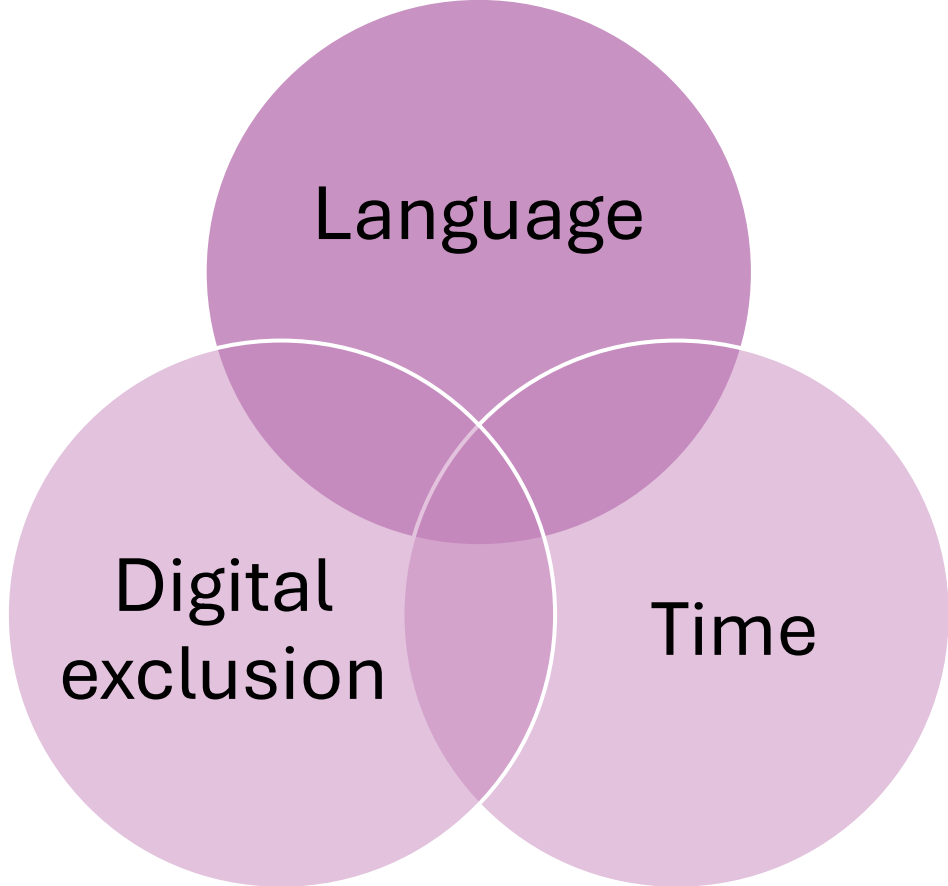
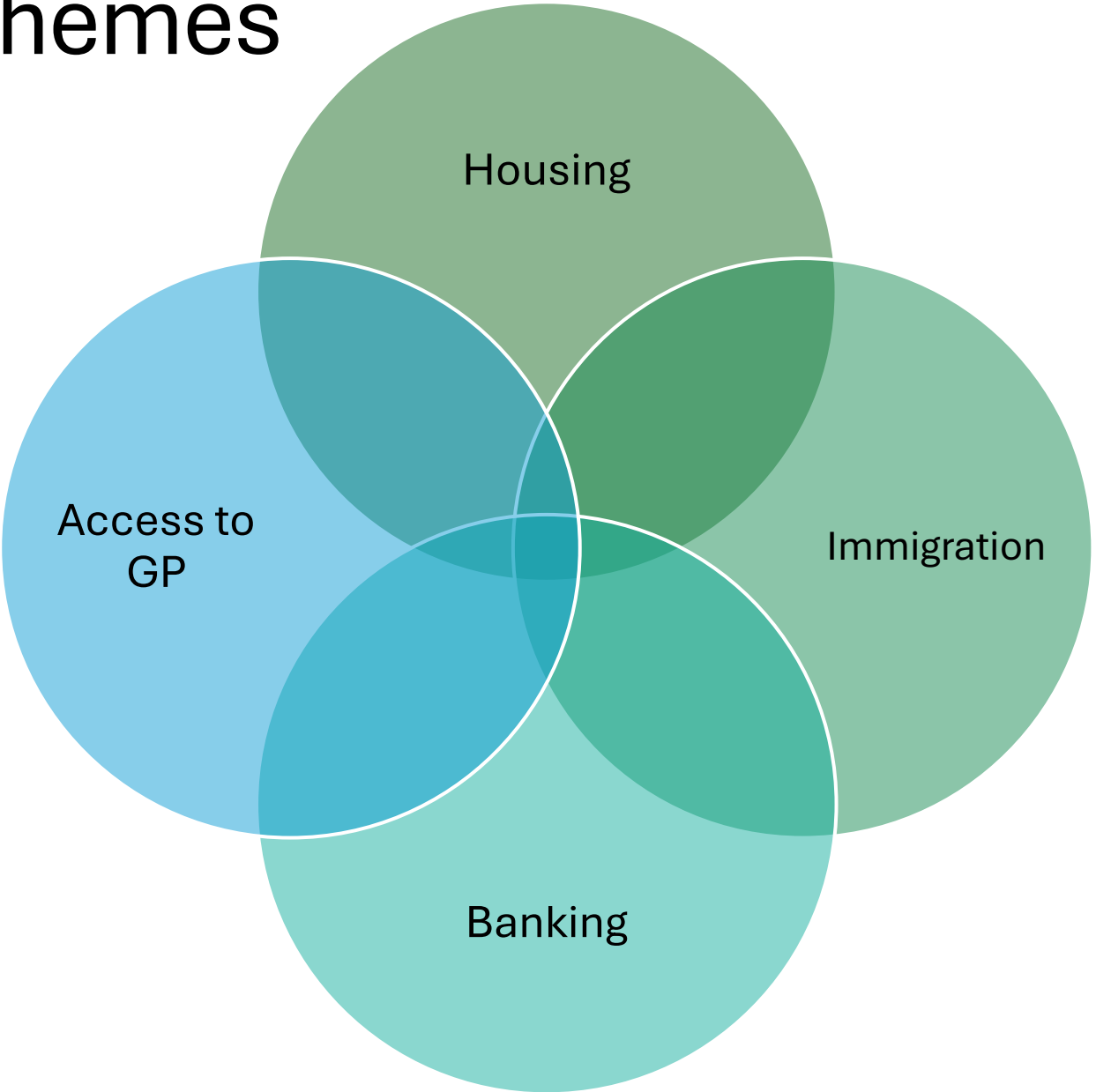
1 report



Report

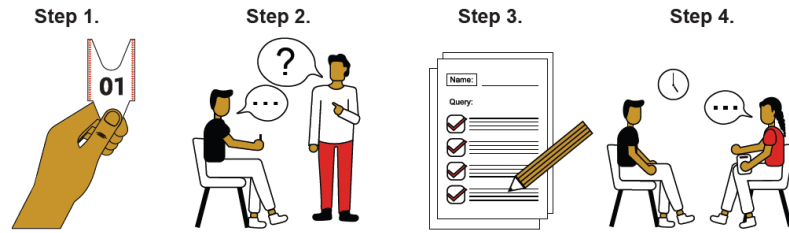
An investigation into how the University of Chester can support Cheshire West & Chester's Refugee & Asylum Seeker team to assist sanctuary seekers

Themes



Recommendations: short term

Triage



Student translators



Digital support



1-2-1 form filling help

Guidance documents/posters/videos

Recommendations: medium/long term

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HOUSING SUPPORT

How to Apply for Council Housing (After You Get Refugee Status)

- ✔ Step 1: Find Your Local Council
Read more:
Visit: www.gov.uk/find-local-council
Enter your postcode to find your local housing department.
- ✔ Step 2: Contact the Council's Housing Team
Read more
- ✔ Step 3: Fill in the Housing Application Form
Read more
- ✔ Step 4: Ask for Emergency or Temporary Accommodation
Read more
- ✔ Step 5: Wait for a Housing Decision
Read more
- ✔ Step 6: Apply for Benefits to Help Pay Rent
Read more

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HOUSING SUPPORT

What You'll Need to Apply for Council Housing.

- ✔ Proof of Refugee Status
– Your Home Office decision letter or Biometric Residence Permit (BRP)
These documents confirm that you have been granted refugee status or humanitarian protection.
Read more
- ✔ National Insurance Number
– You'll need this for benefits and housing forms.
Read more
- ✔ Any documents showing you are homeless or at risk of homelessness
– e.g. eviction notice, letter from asylum accommodation, or a letter from Migrant Help.
Read more

If you are unable to fill in the Housing form due to any difficulties, please contact us – we will provide help.

Name _____
Surname _____
What you need help with _____
Preferred Language: _____

How would you like to make the appointment? (Please tick one)
 Online
 Office (in person)

SUBMIT

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ACCESSING YOUR RIGHTS AND SUPPORT

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ACCESSING YOUR RIGHTS AND SUPPORT

What have we learned?

